

CANDIDATE PACK

Team Leader (Student Accommodation)

Student and Academic Services

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Team Leader (Student Accommodation)

Reports to: Residential Manager

Department: Student and Academic Services

Grade: NG5

ROLE PURPOSE

To manage the Student Accommodation Service, ensuring compliance with housing legislation and practices. Maintain effective allocation of University and partner provider rooms and assist the Residential Manager with strategic planning for future provision of residential accommodation provision across the University.

PRINCIPAL ACCOUNTABILITIES

1. To contribute to the development of the Residential Life strategy and from this create an operational plan to deliver targets and to manage the provision of the Student Accommodation Service including:-
 - Managing marketing and promoting the Service to all University students by working with the marketing department.
 - Manage the letting of 1039 rooms within University Halls of Residence in line with University policy and occupancy targets.
 - Ensuring that a strategically timed on-line application process is efficiently managed for the benefit of student applicants.
 - Managing the University's nomination agreements with private partners, providing 400 - 500 rooms.
 - Ensuring that suitable alternative housing options, including referrals to other accommodation providers and a comprehensive database of private housing, are identified and promoted to students.
 - Managing the provision of advice and support to all University students on accommodation matters.
2. To manage the recruitment, induction, development and training of the Student Accommodation team and be responsible for their day-to-day management.
3. To keep abreast of any developments in legislation affecting the provision of the Service, ensuring that the Student Accommodation team is fully updated by various means of communication. To provide information on housing sector practices, particularly the UUK Code and ANUK Code.
4. To manage the department's web pages, maintain an up-to-date web database of private rented properties and to produce daily details of current vacancies; to assess properties for suitability and advice owners on the University's procedures and standards for registration.
5. To ensure that related IT systems are maintained accurately by all colleagues within the team. To work with Information Services to develop and streamline procedures and practices, while adhering to University financial guidelines.



6. To be a power user for StarRez. To configure and manage the housing software working directly with the software provider and provide operational training to members of the Student Accommodation and Residential teams.

7. To initiate and maintain strong partnerships with private sector partners. Working effectively with their management teams with regards to negotiating and administering nomination and referral agreements in order to minimise the University's risk and achieve choice for students and referral fees for the University.

8. To maintain comprehensive statistics on the Student Accommodation customer base and analyse the demand and delivery of all aspects of the service to provide analytical management information reports as required by line management.

9. To ensure that suitable mechanisms are in place to obtain, audit and propose action plans for the continuous improvement of customer service and satisfaction; to identify relevant benchmarks and best practice within the student housing market.

10. To represent the Student Accommodation Service on national and local student housing associations and internal University committees, promoting the profile of the service and ensuring that it reflects best practice in the sector.

11. To undertake such duties as appropriate to this position as required by the Residential Manager.

CONTEXT

The Student Accommodation Team department sits within Residential Life Services. The University provides 1039 bedspaces in its own accommodation within 3 Halls of Residence in Central London and Harrow and between 400-500 rooms via nomination with private partners. The Service receives several hundred enquiries regarding halls and private accommodation each year. This accommodation is an important component of the University's offer, and its provision must be fully co-ordinated to ensure that all procedures are demonstrably fair, legal and equitable.

The Student Accommodation Service must be able to offer a full range of support, guidance and up-to-date advice to students needing accommodation in the private sector. A database of up to 200 private properties is also maintained.

It is incumbent on the post-holder to maintain excellent internal working relationships with Halls of Residence Management, Vacation lettings, Global Recruitment and Study Abroad Teams and colleagues in other student-facing services and academic schools.

The Residential Life service forms part of the Student Support and Residential Life services cluster within the Student and Academic Services (SAS) directorate. SAS provides professional, efficient, effective, and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning and wellbeing interventions that enhance the experience of students.



colleagues, and alumni throughout their relationship with the University.

SAS makes a significant contribution to the University's key metrics, including NSS, TEF, Graduate Outcomes, REF and KEF.

SAS is a large and complex department, organised into six clusters:

- Business Operations
- Employability and Graduate Success
- Learning Innovation and Digital Engagement
- Library and Archive Services
- Research and Knowledge Exchange Office
- Student Support and Residential Life.

The University of Westminster owns and operates three halls of residence, two of which are campus based at Harrow and Marylebone and one located at Hoxton Market, providing a total of 1039 study bedrooms. In addition, 400-500 bed spaces are managed through a nominations agreement with partner providers.

The residential facilities of the University are provided for the benefit primarily of University's students. There is, however, a significant number of external commercial organisations and individuals, with whom the University has an important and, in some cases, long-standing relationship. A key objective of the post holder is to work with the Residential Life Manager, Senior Team Leader and Commercial Services team to maximise the revenue generating opportunities.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

DIMENSIONS

They lead a team of circa 2 colleagues, in addition to seasonal colleagues during high volume periods.

The post holder has responsibility for achieving a minimum of 97.5% occupancy in the halls of residence of throughout the academic year. This level of occupancy contributes to a total halls income budget circa £7 million (which is the responsibility of Residential Management).

The post holder will assist the Residential team during move in and move out weekends when students move into the University's halls.

At busy times there is a requirement to work on a more flexible timetable. Some work in the evenings and at weekends may be required in which case time in lieu or overtime is offered during week days.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

Degree or equivalent proven experience in a similar student services environment at senior level

Evidence of good literacy and numeracy skills

TRAINING AND EXPERIENCE

Essential

Experience of managing a customer facing team in a housing or similar environment which has included undertaking marketing/promotional activities.

Experience of working in a high volume customer service environment.

Experience of using academic / housing systems

Experience of nomination and referral agreements

Proven record in delivering customer service strategies and/or business plans

Experience in an advice role within an academic environment
IT skills

Experience of creating and delivering presentations

Knowledge of the application of the UUK code

Desirable

Knowledge of London areas

Experience of student accommodation management systems

Experience of managing nomination and referral agreements

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

Ability to manage and motivate a team

Ability to relate to and respond quickly to customer needs
Negotiating skills

Ability to work to tight deadlines.

Good forward planning

Excellent organisational skills, with attention to detail

Excellent interpersonal and communication skills



Good at anticipating challenges with a positive attitude to problem solving

High standards of front line customer service
Flexible and positive approach to day-to-day management

Tact, diplomacy, patience and resourcefulness

Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 4 August 2024.

Interviews will take place on 23 August 2024.

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

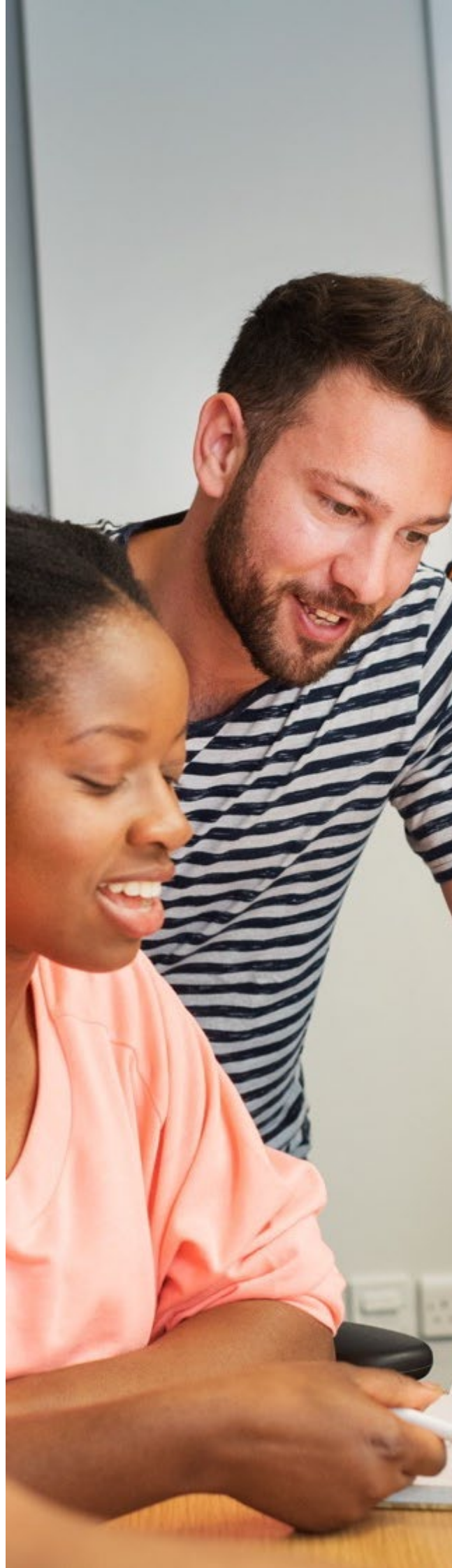
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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